

## **SENIOR RAMP WORKER**

**PURPOSE:** Ensure efficient operation and maintenance of city-owned parking ramps.

### **FUNCTIONAL AREAS:**

1. Participate in and supervise parking ramp operations.
  - \*A. Operate automated parking devices and time clocks.
  - \*B. Collect tickets or pass cards from patrons.
  - \*C. Calculate and collect fees from customers.
  - \*D. Operate computerized equipment including cash registers, fee calculators, ticket dispensers, lift gates, etc.
  - \*E. Operate and monitor video surveillance equipment.
  - \*F. Work with software vendors to resolve computer software problems.
  - G. Monitor electronic counts of vehicles.
  - H. Maintain detailed written records of tickets issued, fees collected, number of exiting cars, etc.
2. Perform and supervise parking ramp maintenance.
  - \*A. Perform periodic maintenance checks to ensure ramps and equipment are well-maintained.
  - \*B. Perform and supervise the cleaning of floors and stairwells, refuse disposal, light bulb replacement, window washing, etc.
  - \*C. Perform periodic preventive maintenance, including lubrication and minor mechanical repairs to ramp equipment..
3. Collect and process revenues.
  - \*A. Collect monthly payments from contract parkers, issue receipts, and prepare deposits, including calculation of taxes.
  - \*B. Collect and record card deposits for contract parkers, and process return deposits upon termination of contracts.
  - \*C. Prepare and mail invoices for contract parking and customer ticket validations.
  - \*D. Process and monitor parking contracts, and follow-up on delinquent accounts.
4. Organize and direct the activities of assigned personnel.
  - \*A. Determine priorities, assign work, and coordinate work schedules.
  - \*B. Monitor and ensure daily shift reports are completed.

- \*C. Assist in the hire, transfer, discipline, suspension, or discharge of assigned personnel.
  - \*D. Establish performance standards and complete employee evaluations.
  - \*E. Monitor and document employee performance.
  - \*F. Monitor work sites to ensure compliance with established methods, guidelines, standards and procedures.
  - \*G. Train personnel in correct and safe methods and procedures necessary to accomplish their assigned work.
  - \*H. Recommend adjustments or other actions in employee grievances.
  - \*I. Disseminate information to employees orally, in writing, or using other methods of communication.
5. Perform related duties.
- \*A. Respond to and resolve customer questions, concerns and complaints.
  - B. Communicate with businesses regarding parking ramp issues, questions or concerns.
  - C. Perform related duties as assigned.

## JOB REQUIREMENTS

### Knowledge Requirements

- †A. Knowledge of mathematics sufficient to accurately and quickly calculate fees and make change, and to calculate taxes, prepare invoices and deposits , and balance receipts.
- †B. Knowledge of effective supervisory practices.
- †C. Knowledge of applicable labor agreements.
- D. Knowledge of cleaning and maintenance materials, equipment and methods.

### Ability Requirements

- †A. Ability to communicate effectively with customers and co-workers.
- †B. Ability to establish and maintain effective working relationships with supervisors, subordinates and others.
- †C. Ability to read and understand technical instructions.
- †D. Ability to schedule, assign, and evaluate work effectively.
- †E. Ability to perform basic maintenance and janitorial tasks.
- †F. Ability to operate electronic, computerized and motorized equipment associated with the operation of the ramp.

- †G. Ability to transport oneself to, from, and throughout parking ramps.
- †H. Ability to sit and/or stand for extended periods.
- †I. Ability to walk and bend while performing maintenance work.
- †J. Ability to lift and carry supplies weighing up to 50 pounds, such as boxes of ice melt, ticket boxes, and refuse.

\*Essential functions of the classification

†Minimum requirements necessary on the first day of employment

Anlst: JA	Date:
Union: Basic	Pay: 24
CSB: 20040406	Class: 5105
CC: 20040510	Res: 04-0321R